Non-disposal of consumers complaints

†3059. SHRIMATI SAVITA SHARDA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that consumer movement is getting slow due to non-disposal of complaints of the consumers within the fixed time in the country;

(b) the total number of pending cases in the Consumer Courts of the country at present;

(c) by when all these cases are likely to be disposed of; and

(d) the maximum period of time fixed for disposal of Consumer Disputes?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD): (a) No, Sir.

(b) As per the information made available by the National Commission, as on June, 2003, the number of cases filed, disposed and pending, since inception, in the National Commission, State Commissions and District Forums are stated below:

Consumer Courts	Cases filed since inception	Cases disposed since inception	Disposal percentage	Cases pending
National Commission	30799	22958	74.54%	7841
State Commissions	272396	177269	65.07%	95127
District Forums	1748905	1505744	86.10%	243161

(c) The filing and disposal of cases are a continuous process and therefore it would not be possible to fix a target date to liquidate all pending cases, though the efforts are made by the Consumer Forums to dispose of the cases are expeditiously as possible.

(d) In accordance with the provisions of the Consumer Protection Act, 1986, every complaint shall be heard as expeditiously as possible

†Original notice of the question was received in Hindi.

and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months, if it requires analysis or testing of commodities'.

Custom duty on Imported Palm Oil

3060. SHRI GAYA SINGH:

SHRI K. CHANDRAN PILLAI:

SHRI N.K. PREMACHANDRAN:

SHRI V. V. RAGHAVAN:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government have reduced the Customs duty on imported refined palm oil;

(b) if so, the present import duty on palm oil;

(c) whether this reduction on customs duty has enhanced imports of edible oil into the country;

(d) if so, the details of edible oil imports during the last three years, year-wise;

(e) whether increase in the imports of edible oil adversely affect the indigenous products including coconut;

(f) if so, whether adequate steps are taken to protect the interests of the forming community and indigenous industry in the country; and

(g) if so, details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI V. SREENIVASA 'PRASAD): (a) Yes, Sir.

(b) Import duty on Refined Palm Oil is 70% *w.e.f.* 30.4.2003.

(c) So far no noticeable increase has been observed.

(d) to (g) Do not arise.

Movement of wheat for export

3061. SHRI R.P. GOENKA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state: